

# Enterprise Incident Report January 2012

As of 2/23/2012

## Transportation

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Transportation	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	2 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	2 0	6 0
	Campus Networking	David Miller	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	Eileen Dubach	0 0	2 2	0 0	2 2
		James Stearns	0 0	5 5	0 0	5 5
		Julie VanBeekum	0 0	2 2	0 0	2 2
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	7 6	0 0	7 6

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			High	Low	Medium	FCR Total
Transportation	Help Desk	<b>Assigned to Individual Total</b>	0	19	0	19
			0	15	0	15
	Metro C Help Desk	Diane Christensen	0	34	0	34
			0	33	0	33
		Karen Gross	0	91	0	91
			0	89	0	89
		<b>Assigned to Individual Total</b>	0	125	0	125
			0	122	0	122
	Metro C Hosting	Adam Sorensen	0	2	0	2
			0	0	0	0
		Jason Wihongi	0	2	0	2
			0	0	0	0
		Rondal Fields	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	6	0	6
			0	0	0	0
	Metro C West Desktop Support	Bill Hall	0	2	0	2
			0	0	0	0
		Cody Flanders	1	28	0	29
			0	2	0	2
		Hal Wold	1	10	0	11
			0	0	0	0
		Jeff Bench	0	8	0	8
			0	6	0	6
		Mike Larsen	0	18	0	18
			0	16	0	16
		Shane Squire	1	21	0	22
			1	1	0	2

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			High	Low	Medium	FCR Total
Transportation	Metro C West Desktop Support	Shellie Ramsay	0 0	8 8	1 1	9 9
		<b>Assigned to Individual Total</b>	3 1	95 33	1 1	99 35
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 1	0 0	2 1
		Randy Graham	0 0	67 65	0 0	67 65
		Richard Packer	0 0	21 18	0 0	21 18
		Todd Hardy	0 0	6 6	0 0	6 6
		<b>Assigned to Individual Total</b>	0 0	97 90	0 0	97 90
	Rural North Desktop Support	Robert Stock	0 0	17 15	1 0	18 15
		Rodney Peterson	0 0	17 14	0 0	17 14
		<b>Assigned to Individual Total</b>	0 0	34 29	1 0	35 29

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			High	Low	Medium	FCR Total
Transportation	Rural South Desktop Support	Doug Chaston	0 0	14 11	0 0	14 11
		Doug Thornton	0 0	3 3	0 0	3 3
		Joel Finlinson	0 0	34 32	0 0	34 32
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	4 4	0 0	4 4
		Scott Jesienouski	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	57 50	0 0	57 50
	Security	Bart Grant	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 4	1 0	7 4

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## Transportation

			High	Low	Medium	FCR Total
Transportation	Voice Operations	Assigned to Individual Total	0	9	1	10
			0	4	0	4
	Voice/Data/WAN Services	Mark Thomas	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
Assigned Group Total			3	455	5	463
			1	343	1	345
Customer Company Total			3	455	5	463
			1	343	1	345

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## Transportation

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Transportation	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	2 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	2 0	6 0
	Campus Networking	David Miller	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	5 0	0 0	5 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	7 1	0 0	7 1

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			High	Low	Medium	MIR Total
Transportation	Help Desk	<b>Assigned to Individual Total</b>	0	19	0	19
			0	1	0	1
	Metro C Help Desk	Diane Christensen	0	34	0	34
			0	0	0	0
		Karen Gross	0	91	0	91
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	125	0	125
			0	0	0	0
	Metro C Hosting	Adam Sorensen	0	2	0	2
			0	0	0	0
		Jason Wihongi	0	2	0	2
			0	1	0	1
		Rondal Fields	0	2	0	2
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	6	0	6
			0	3	0	3
	Metro C West Desktop Support	Bill Hall	0	2	0	2
			0	0	0	0
		Cody Flanders	1	28	0	29
			0	1	0	1
		Hal Wold	1	10	0	11
			0	0	0	0
		Jeff Bench	0	8	0	8
			0	0	0	0
		Mike Larsen	0	18	0	18
			0	0	0	0
		Shane Squire	1	21	0	22
			0	0	0	0

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## Transportation

			High	Low	Medium	MIR Total
Transportation	Metro C West Desktop Support	Shellie Ramsay	0 0	8 0	1 0	9 0
		<b>Assigned to Individual Total</b>	3 0	95 1	1 0	99 1
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 0	0 0	2 0
		Randy Graham	0 0	67 1	0 0	67 1
		Richard Packer	0 0	21 0	0 0	21 0
		Todd Hardy	0 0	6 0	0 0	6 0
		<b>Assigned to Individual Total</b>	0 0	97 1	0 0	97 1
	Rural North Desktop Support	Robert Stock	0 0	17 0	1 0	18 0
		Rodney Peterson	0 0	17 0	0 0	17 0
		<b>Assigned to Individual Total</b>	0 0	34 0	1 0	35 0



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			High	Low	Medium	MIR Total
Transportation	Rural South Desktop Support	Doug Chaston	0 0	14 0	0 0	14 0
		Doug Thornton	0 0	3 0	0 0	3 0
		Joel Finlinson	0 0	34 0	0 0	34 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	4 0	0 0	4 0
		Scott Jesienouski	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	57 0	0 0	57 0
	Security	Bart Grant	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	4 1	0 0	4 1
		<b>Assigned to Individual Total</b>	0 0	4 1	0 0	4 1
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 0	1 0	7 0

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## Transportation

			High	Low	Medium	MIR Total
Transportation	Voice Operations	Assigned to Individual Total	0 0	9 0	1 0	10 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		3 0	455 7	5 0	463 7
Customer Company Total			3 0	455 7	5 0	463 7

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## Transportation

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Transportation	Application Services	Danielle Hood	0 0.00	1 0.31	0 0.00	1 0.31
		Dustin Crump	0 0.00	2 0.17	0 0.00	2 0.17
		Tony Larsen	0 0.00	1 0.23	2 0.11	3 0.15
		<b>Assigned to Individual Total</b>	0 0.00	4 0.22	2 0.11	6 0.18
	Campus Networking	David Miller	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	0 0.00	1 0.14	0 0.00	1 0.14
	Help Desk	Eileen Dubach	0 0.00	2 0.23	0 0.00	2 0.23
		James Stearns	0 0.00	5 0.07	0 0.00	5 0.07
		Julie VanBeekum	0 0.00	2 0.03	0 0.00	2 0.03
		Sarah Johnson	0 0.00	3 0.35	0 0.00	3 0.35
		Vicky Marrelli	0 0.00	7 0.26	0 0.00	7 0.26

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## Transportation

			High	Low	Medium	ATTIR Total
Transportation	Help Desk	Assigned to Individual Total	0	19	0	19
			0.00	0.20	0.00	0.20
	Metro C Help Desk	Diane Christensen	0	34	0	34
			0.00	0.00	0.00	0.00
		Karen Gross	0	91	0	91
			0.00	0.00	0.00	0.00
		Assigned to Individual Total	0	125	0	125
			0.00	0.00	0.00	0.00
	Metro C Hosting	Adam Sorensen	0	2	0	2
			0.00	0.28	0.00	0.28
		Jason Wihongi	0	2	0	2
			0.00	1.34	0.00	1.34
		Rondal Fields	0	2	0	2
			0.00	1.25	0.00	1.25
		Assigned to Individual Total	0	6	0	6
			0.00	0.96	0.00	0.96
	Metro C West Desktop Support	Bill Hall	0	2	0	2
			0.00	0.00	0.00	0.00
		Cody Flanders	1	28	0	29
			0.02	0.20	0.00	0.19
		Hal Wold	1	10	0	11
			0.33	0.36	0.00	0.36
		Jeff Bench	0	8	0	8
			0.00	0.00	0.00	0.00
		Mike Larsen	0	18	0	18
			0.00	0.00	0.00	0.00
		Shane Squire	1	21	0	22
			0.00	0.15	0.00	0.14

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			High	Low	Medium	ATTIR Total
Transportation	Metro C West Desktop Support	Shellie Ramsay	0 0.00	8 0.00	1 0.00	9 0.00
		<b>Assigned to Individual Total</b>	3 0.12	95 0.13	1 0.00	99 0.13
	Network Operations	Brian Chatwin	0 0.00	1 0.84	0 0.00	1 0.84
		Robert Ryan	0 0.00	1 0.15	0 0.00	1 0.15
		<b>Assigned to Individual Total</b>	0 0.00	2 0.50	0 0.00	2 0.50
	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Randy Graham	0 0.00	67 0.02	0 0.00	67 0.02
		Richard Packer	0 0.00	21 0.00	0 0.00	21 0.00
		Todd Hardy	0 0.00	6 0.16	0 0.00	6 0.16
		<b>Assigned to Individual Total</b>	0 0.00	97 0.02	0 0.00	97 0.02
	Rural North Desktop Support	Robert Stock	0 0.00	17 0.01	1 0.00	18 0.01
		Rodney Peterson	0 0.00	17 0.05	0 0.00	17 0.05
		<b>Assigned to Individual Total</b>	0 0.00	34 0.03	1 0.00	35 0.03

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			High	Low	Medium	ATTIR Total
Transportation	Rural South Desktop Support	Doug Chaston	0 0.00	14 0.06	0 0.00	14 0.06
		Doug Thornton	0 0.00	3 0.00	0 0.00	3 0.00
		Joel Finlinson	0 0.00	34 0.02	0 0.00	34 0.02
		Julie Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	4 0.00	0 0.00	4 0.00
		Scott Jesienouski	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	57 0.03	0 0.00	57 0.03
	Security	Bart Grant	0 0.00	1 0.06	0 0.00	1 0.06
		<b>Assigned to Individual Total</b>	0 0.00	1 0.06	0 0.00	1 0.06
	Strategic Communications	Dennis Rogers	0 0.00	4 0.70	0 0.00	4 0.70
		<b>Assigned to Individual Total</b>	0 0.00	4 0.70	0 0.00	4 0.70
	Voice Operations	Gail Christiansen	0 0.00	2 0.50	0 0.00	2 0.50
		Leon Owen	0 0.00	1 0.81	0 0.00	1 0.81
		Romanza Hamblin	0 0.00	6 0.15	1 0.69	7 0.22

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			High	Low	Medium	ATTIR Total
Transportation	Voice Operations	Assigned to Individual Total	0 0.00	9 0.30	1 0.69	10 0.34
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.04	0 0.00	1 0.04
		Assigned to Individual Total	0 0.00	1 0.04	0 0.00	1 0.04
	Assigned Group Total		3 0.12	455 0.08	5 0.18	463 0.08
Customer Company Total			3 0.12	455 0.08	5 0.18	463 0.08

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## Transportation

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Transportation	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	2 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	2 0	6 0
	Campus Networking	David Miller	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	5 0	0 0	5 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	7 0	0 0	7 0



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			High	Low	Medium	MR Total
Transportation	Help Desk	<b>Assigned to Individual Total</b>	0	19	0	19
			0	0	0	0
	Metro C Help Desk	Diane Christensen	0	34	0	34
			0	1	0	1
		Karen Gross	0	91	0	91
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	125	0	125
			0	1	0	1
	Metro C Hosting	Adam Sorensen	0	2	0	2
			0	0	0	0
		Jason Wihongi	0	2	0	2
			0	0	0	0
		Rondal Fields	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	6	0	6
			0	0	0	0
	Metro C West Desktop Support	Bill Hall	0	2	0	2
			0	0	0	0
		Cody Flanders	1	28	0	29
			0	1	0	1
		Hal Wold	1	10	0	11
			0	0	0	0
		Jeff Bench	0	8	0	8
			0	0	0	0
		Mike Larsen	0	18	0	18
			0	0	0	0
		Shane Squire	1	21	0	22
			0	0	0	0

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			High	Low	Medium	MR Total
Transportation	Metro C West Desktop Support	Shellie Ramsay	0 0	8 0	1 0	9 0
		<b>Assigned to Individual Total</b>	3 0	95 1	1 0	99 1
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 0	0 0	2 0
		Randy Graham	0 0	67 0	0 0	67 0
		Richard Packer	0 0	21 0	0 0	21 0
		Todd Hardy	0 0	6 1	0 0	6 1
		<b>Assigned to Individual Total</b>	0 0	97 1	0 0	97 1
	Rural North Desktop Support	Robert Stock	0 0	17 1	1 0	18 1
		Rodney Peterson	0 0	17 0	0 0	17 0
		<b>Assigned to Individual Total</b>	0 0	34 1	1 0	35 1

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			High	Low	Medium	MR Total
Transportation	Rural South Desktop Support	Doug Chaston	0 0	14 0	0 0	14 0
		Doug Thornton	0 0	3 0	0 0	3 0
		Joel Finlinson	0 0	34 1	0 0	34 1
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	4 0	0 0	4 0
		Scott Jesienouski	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	57 1	0 0	57 1
	Security	Bart Grant	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 1	1 0	7 1

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			High	Low	Medium	MR Total
Transportation	Voice Operations	Assigned to Individual Total	0	9	1	10
			0	1	0	1
	Voice/Data/WAN Services	Mark Thomas	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
Assigned Group Total			3	455	5	463
			0	6	0	6
Customer Company Total			3	455	5	463
			0	6	0	6

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## Transportation

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Transportation	Application Services	Danielle Hood	0 0.00	1 2.54	0 0.00	1 2.54
		Dustin Crump	0 0.00	2 0.77	0 0.00	2 0.77
		Tony Larsen	0 0.00	1 0.56	2 0.01	3 0.19
		<b>Assigned to Individual Total</b>	0 0.00	4 1.16	2 0.01	6 0.78
	Campus Networking	David Miller	0 0.00	1 0.30	0 0.00	1 0.30
		<b>Assigned to Individual Total</b>	0 0.00	1 0.30	0 0.00	1 0.30
	Help Desk	Eileen Dubach	0 0.00	2 0.23	0 0.00	2 0.23
		James Stearns	0 0.00	5 0.07	0 0.00	5 0.07
		Julie VanBeekum	0 0.00	2 0.10	0 0.00	2 0.10
		Sarah Johnson	0 0.00	3 0.80	0 0.00	3 0.80
		Vicky Marrelli	0 0.00	7 0.64	0 0.00	7 0.64

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			High	Low	Medium	ATTR Total
Transportation	Help Desk	Assigned to Individual Total	0 0.00	19 0.42	0 0.00	19 0.42
	Metro C Help Desk	Diane Christensen	0 0.00	34 0.82	0 0.00	34 0.82
		Karen Gross	0 0.00	91 0.00	0 0.00	91 0.00
		Assigned to Individual Total	0 0.00	125 0.23	0 0.00	125 0.23
	Metro C Hosting	Adam Sorensen	0 0.00	2 0.70	0 0.00	2 0.70
		Jason Wihongi	0 0.00	2 1.34	0 0.00	2 1.34
		Rondal Fields	0 0.00	2 1.25	0 0.00	2 1.25
		Assigned to Individual Total	0 0.00	6 1.10	0 0.00	6 1.10
	Metro C West Desktop Support	Bill Hall	0 0.00	2 0.81	0 0.00	2 0.81
		Cody Flanders	1 0.20	28 1.44	0 0.00	29 1.39
		Hal Wold	1 0.69	10 1.76	0 0.00	11 1.66
		Jeff Bench	0 0.00	8 3.68	0 0.00	8 3.68
		Mike Larsen	0 0.00	18 0.01	0 0.00	18 0.01
		Shane Squire	1 0.00	21 1.60	0 0.00	22 1.53

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## Transportation

			High	Low	Medium	ATTR Total
Transportation	Metro C West Desktop Support	Shellie Ramsay	0 0.00	8 0.00	1 0.00	9 0.00
		<b>Assigned to Individual Total</b>	3 0.30	95 1.28	1 0.00	99 1.24
	Network Operations	Brian Chatwin	0 0.00	1 0.89	0 0.00	1 0.89
		Robert Ryan	0 0.00	1 0.31	0 0.00	1 0.31
		<b>Assigned to Individual Total</b>	0 0.00	2 0.60	0 0.00	2 0.60
	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 2.77	0 0.00	1 2.77
		Jessica Purcell	0 0.00	2 2.84	0 0.00	2 2.84
		Randy Graham	0 0.00	67 0.03	0 0.00	67 0.03
		Richard Packer	0 0.00	21 0.74	0 0.00	21 0.74
		Todd Hardy	0 0.00	6 2.24	0 0.00	6 2.24
		<b>Assigned to Individual Total</b>	0 0.00	97 0.39	0 0.00	97 0.39
	Rural North Desktop Support	Robert Stock	0 0.00	17 2.96	1 1.37	18 2.87
		Rodney Peterson	0 0.00	17 0.06	0 0.00	17 0.06
		<b>Assigned to Individual Total</b>	0 0.00	34 1.60	1 1.37	35 1.59

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## Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural South Desktop Support	Doug Chaston	0 0.00	14 0.06	0 0.00	14 0.06
		Doug Thornton	0 0.00	3 0.00	0 0.00	3 0.00
		Joel Finlinson	0 0.00	34 0.24	0 0.00	34 0.24
		Julie Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	4 0.00	0 0.00	4 0.00
		Scott Jesienouski	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	57 0.15	0 0.00	57 0.15
	Security	Bart Grant	0 0.00	1 0.34	0 0.00	1 0.34
		<b>Assigned to Individual Total</b>	0 0.00	1 0.34	0 0.00	1 0.34
	Strategic Communications	Dennis Rogers	0 0.00	4 1.98	0 0.00	4 1.98
		<b>Assigned to Individual Total</b>	0 0.00	4 1.98	0 0.00	4 1.98
	Voice Operations	Gail Christiansen	0 0.00	2 0.58	0 0.00	2 0.58
		Leon Owen	0 0.00	1 0.81	0 0.00	1 0.81
		Romanza Hamblin	0 0.00	6 1.48	1 0.73	7 1.38



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## Transportation

			High	Low	Medium	ATTR Total
Transportation	Voice Operations	Assigned to Individual Total	0 0.00	9 1.21	1 0.73	10 1.16
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	1 0.39	0 0.00	1 0.39
	Assigned Group Total		3 0.30	455 0.63	5 0.42	463 0.63
Customer Company Total			3 0.30	455 0.63	5 0.42	463 0.63

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## Transportation

## Detail

<b>INC000000429203</b>	Rex Harris	Application	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.71
<b>INC000000431219</b>	Brian House	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000435163</b>	Mandy Bills	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000436182</b>	Tamy Scott	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000437472</b>	Tawnya Lang	Network	Error	None		TIR Missed: Yes	1.12
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: Yes	11.68
<b>INC000000437666</b>	Blake Gillies	Application	Password	PGP		TIR Missed: No	0.84
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.84
<b>INC000000437963</b>	Gena Nielson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000438009</b>	Chad Sheppick	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	4.30
<b>INC000000438124</b>	Fred Priebe	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed	TTR Missed: No	5.68
<b>INC000000438129</b>	Troy Gunnell	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.25
<b>INC000000438174</b>	Gregg Evans	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000438213</b>	Nicole Jaramillo	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000438214</b>	Leslie M Peterson	PC/Laptop	None	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000438223</b>	Terry Johnson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000438226</b>	Rodger Genereux	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.40
<b>INC000000438235</b>	Nacey Wilson	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.38

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## Transportation

<b>INC000000438239</b>	Nate Peterson	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Medium Closed	TTR Missed: No	1.37
<b>INC000000438284</b>	Leone Gibson	PC/Laptop	Virus	Microsoft Windows XP Professic	TIR Missed: No	0.06
	Metro C West Desktop Support	Cody Flanders	Transportation	Low Closed	TTR Missed: No	0.06
<b>INC000000438299</b>	Jeff Erdman	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low Closed	TTR Missed: No	0.92
<b>INC000000438430</b>	Gernice White	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000438537</b>	Richard Sharp	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000438540</b>	Bill Lawrence	Application	Error	Payment Tracking System	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000438580</b>	Linda Toy Hull	Network	None	None	TIR Missed: No	0.14
	Campus Networking	David Miller	Transportation	Low Closed	TTR Missed: No	0.30
<b>INC000000438606</b>	Michael J Evans	Mobile Devices	Error	Droid	TIR Missed: No	0.36
	Help Desk	Sarah Johnson	Transportation	Low Closed	TTR Missed: No	0.36
<b>INC000000438617</b>	Shirleen Hancock	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000438694</b>	Michael J Evans	Mobile Devices	None	Droid	TIR Missed: No	0.37
	Help Desk	Sarah Johnson	Transportation	Low Closed	TTR Missed: No	1.63
<b>INC000000438725</b>	Richard Sharp	Application	Password	Utah Master Directory	TIR Missed: No	0.25
	Help Desk	Eileen Dubach	Transportation	Low Closed	TTR Missed: No	0.25
<b>INC000000438761</b>	Richard Sharp	Application	Reporting	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000438784</b>	Bob Gardiner	Server	Error	None	TIR Missed: Yes	1.46
	Metro C Hosting	Rondal Fields	Transportation	Low Closed	TTR Missed: No	1.46
<b>INC000000438794</b>	Shirleen Hancock	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.24
	Metro C West Desktop Support	Shane Squire	Transportation	Low Closed	TTR Missed: No	0.24
<b>INC000000438872</b>	Robert Kesler	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000438951</b>	Shane Marshall	Mobile Devices	Error	iPhone	TIR Missed: No	0.34
	Help Desk	Sarah Johnson	Transportation	Low Closed	TTR Missed: No	0.42
<b>INC000000438957</b>	Sara Carlock	PC/Laptop	Hardware	None	TIR Missed: No	0.14
	Metro C West Desktop Support	Shane Squire	Transportation	Low Closed	TTR Missed: No	0.68

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## Transportation

<b>INC000000438978</b>	Blake Gillies	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Closed		TTR Missed: No	0.00
<b>INC000000438992</b>	Tamy Scott	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed		TTR Missed: No	0.00
<b>INC000000439004</b>	Dan Kuhn	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed		TTR Missed: No	0.45
<b>INC000000439007</b>	Blake Gillies	PC/Laptop	Hardware	None		TIR Missed: No	0.02
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed		TTR Missed: No	0.02
<b>INC000000439044</b>	PK Mohanty	Mobile Devices	Error	Droid		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	
<b>INC000000439129</b>	Ronald Hawkins	Application	Password	PGP		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	1.90
<b>INC000000439233</b>	Dirk Parker	Server	Error	None		TIR Missed: No	0.47
Metro C Hosting	Adam Sorensen	Transportation	Low	Closed		TTR Missed: No	0.61
<b>INC000000439272</b>	Marco Palacios	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	
<b>INC000000439277</b>	Cheryll Benner	None	None	None		TIR Missed: No	0.20
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed		TTR Missed: No	0.20
<b>INC000000439301</b>	J Tucker Doak	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed		TTR Missed: No	1.77
<b>INC000000439303</b>	Elaine Fanning	Application	Error	None		TIR Missed: No	0.21
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed		TTR Missed: No	0.21
<b>INC000000439309</b>	Dirk Richards	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.10
Voice Operations	Gail Christiansen	Transportation	Low	Closed		TTR Missed: No	0.25
<b>INC000000439357</b>	Henry Johnston	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
<b>INC000000439389</b>	W Scott Jones	Application	Password	Data Warehouse		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
<b>INC000000439418</b>	Karen Paulsen	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed		TTR Missed: No	
<b>INC000000439425</b>	Loralee Dimick	Application	Error	Motor Carrier System		TIR Missed: No	0.10
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed		TTR Missed: Yes	6.05
<b>INC000000439435</b>	Debra TP Brown	Network	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	0.00

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## Transportation

<b>INC000000439445</b>	Amber Mortensen	Application	None	Adobe Reader		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439458</b>	Marco Palacios	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439512</b>	Bryan Lee	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.09
<b>INC000000439522</b>	Rebecca Parker	Network	Incident	None		TIR Missed: No	0.32
	Metro C Hosting	Jason Wihongi	Transportation	Low	Closed	TTR Missed: No	0.32
<b>INC000000439600</b>	Thomas Hales	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439627</b>	Christina Davis	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439637</b>	Leone Gibson	PC/Laptop	Virus	None		TIR Missed: No	0.58
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.58
<b>INC000000439638</b>	Ron Butler	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439660</b>	Larry Montoya	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439661</b>	Cheryll Benner	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439701</b>	Aaron Pinkerton	Application	Error	MicroStation		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000439750</b>	Benjamin Maughan	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: Yes	21.05
<b>INC000000439766</b>	Bryan Lee	EIS Hardware	None	None		TIR Missed: No	0.38
	Strategic Communications	Dennis Rogers	Transportation	Low	Closed	TTR Missed: No	0.53
<b>INC000000439771</b>	Bryan Lee	EIS Hardware	None	None		TIR Missed: Yes	2.09
	Strategic Communications	Dennis Rogers	Transportation	Low	Closed	TTR Missed: No	2.44
<b>INC000000439849</b>	Catherine Higgins	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.76
<b>INC000000439892</b>	Lynne Yocom	Network	None	None		TIR Missed: No	0.04
	Voice/Data/WAN Services	Mark Thomas	Transportation	Low	Closed	TTR Missed: No	0.39
<b>INC000000439965</b>	Matthew Swapp	Application	Error	Microsoft Windows 7		TIR Missed: No	0.03
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.74

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## Transportation

<b>INC000000439969</b>	Shauna Bergen	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439991</b>	Pat McGann	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000439994</b>	Kevin Conover	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440009</b>	Joanna Gunderson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440014</b>	Kamille Robertson	Network	None	Novell ConsoleOne		TIR Missed: No	0.07
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.07
<b>INC000000440071</b>	Cletis Hatch	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440073</b>	Brenda Hennefer	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440102</b>	Alan McEwan	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	3.37
<b>INC000000440160</b>	Thomas Hales	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440208</b>	Thomas Hales	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440211</b>	Andrea Gonzales	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440232</b>	Jeffery Saddler	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.08
<b>INC000000440276</b>	Jeri Pace-Humphrey	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.40
<b>INC000000440441</b>	Thomas Hales	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440456</b>	Brett Forsberg	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.56
<b>INC000000440542</b>	Doug Croft	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440547</b>	Silvia Barbre	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000440568</b>	Rod Hess	PC/Laptop	Hardware	None		TIR Missed: No	0.24
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.53
<b>INC000000440609</b>	Ronald Hopkins	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	2.89
<b>INC000000440743</b>	Rebecca Parker	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440805</b>	Bob Peterson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin	Transportation	Low	Closed	TTR Missed: No	0.93
<b>INC000000440816</b>	Mona Freeze	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440837</b>	Leslie M Peterson	None	None	None		TIR Missed: No	0.14
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.14
<b>INC000000440851</b>	Josh Miller	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440855</b>	Keith Meinhardt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440861</b>	Danny Eyre	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000440904</b>	Kamille Robertson	Application	Password	Utah Master Directory		TIR Missed: No	0.63
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.66
<b>INC000000440946</b>	Trent H Nielsen	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000441008</b>	Kory Iman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.10
<b>INC000000441218</b>	Tumau Lauulu	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000441421</b>	David Adamson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000441701</b>	Jacob Ibanez	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000441750</b>	Shauna Bergen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000441815</b>	Amber Pace	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000441820</b>	Justin Jar Metro C Help Desk	Application Karen Gross	Error Transportation	ProjectWise Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000441840</b>	Mona Freeze Rural North Desktop Support	Network Robert Stock	Password Transportation	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.78
<b>INC000000441853</b>	Tammy Misrasi Rural North Desktop Support	PC/Laptop Robert Stock	Hardware Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.70
<b>INC000000441858</b>	Laura Haney Metro C West Desktop Support	Network Cody Flanders	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.21 1.53
<b>INC000000441859</b>	Jolene Sexton Rural North Desktop Support	Print/Copy/Scan/Fax Robert Stock	Queue Transportation	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.65
<b>INC000000441869</b>	Ivan Hartle Rural South Desktop Support	Application Joel Finlinson	Error Transportation	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: Yes	0.68 7.56
<b>INC000000441917</b>	Josh Miller Rural South Desktop Support	Application Joel Finlinson	Error Transportation	electronic Project Management Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441918</b>	Marsha Chaston Rural South Desktop Support	PC/Laptop Doug Chaston	Hardware Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441928</b>	Doug Croft Rural South Desktop Support	Network Doug Chaston	Password Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441949</b>	Ken Gillette Metro C West Desktop Support	Remote Connectivity Jeff Bench	Error Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 4.13
<b>INC000000442020</b>	Frank Pisani Metro C West Desktop Support	None Cody Flanders	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.46 0.46
<b>INC000000442037</b>	Tammy Misrasi Rural North Desktop Support	PC/Laptop Robert Stock	Hardware Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.87
<b>INC000000442068</b>	Rukhsana Lindsey Metro C West Desktop Support	Mobile Devices Shane Squire	None Transportation	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	0.04 3.53
<b>INC000000442222</b>	Laurie Howard Metro C Help Desk	None Karen Gross	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442223</b>	Cindy Manchego Metro C Help Desk	None Karen Gross	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442235</b>	Daniel Adams Voice Operations	Telecom Romanza Hamblin	Voice Mail Transportation	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.45
<b>INC000000442260</b>	Brett Forsberg Metro C Help Desk	None Diane Christensen	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00



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## Transportation

<b>INC000000442262</b>	Diane Josie	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442281</b>	James Taylor	PC/Laptop	Performance	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442287</b>	Daniel Adams	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442311</b>	Scott Strader	Application	Password	Utah Master Directory		TIR Missed: No	0.16
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	2.80
<b>INC000000442314</b>	James Taylor	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442362</b>	Stan Adams	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.41
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.41
<b>INC000000442386</b>	Shauna Bergen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	1.60
<b>INC000000442387</b>	Rich Williams	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442417</b>	Rebecca Parker	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442456</b>	David Simmons	Print/Copy/Scan/Fax	None	Microsoft Windows XP Professi		TIR Missed: No	0.04
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.04
<b>INC000000442501</b>	Terry Jacobson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Transportation	Low	Closed	TTR Missed: No	2.77
<b>INC000000442518</b>	Marjorie Rasmussen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442632</b>	Tim Boschert	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442694</b>	Robert Kesler	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442703</b>	Eyvonne Fawcett	Application	Error	electronic Project Management		TIR Missed: No	0.18
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.44
<b>INC000000442707</b>	PJ Roubinet	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000442798</b>	Cameron Kergaye	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000442801</b>	Richard Sharp	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000442861</b>	Edward Layton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.96
<b>INC000000442883</b>	Brett Forsberg	PC/Laptop	Hardware	None		TIR Missed: No	0.78
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.22
<b>INC000000442942</b>	Cristina Cibrian	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443134</b>	Ivan Hartle	Application	None	Access Point		TIR Missed: No	0.21
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.21
<b>INC000000443139</b>	Sherrie Brown	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000443156</b>	Laurie Howard	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443161</b>	Mike Ellis	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443170</b>	Rich Williams	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443174</b>	Matthew Smith	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Medium	Closed	TTR Missed: No	0.00
<b>INC000000443281</b>	Mandy Bills	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000443330</b>	Ken Gillette	None	None	None		TIR Missed: No	0.84
	Network Operations	Brian Chatwin	Transportation	Low	Closed	TTR Missed: No	0.89
<b>INC000000443355</b>	Jason Green	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443368</b>	Larry Ivie	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443376</b>	Fred Priebe	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443422</b>	Paula Brown	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443426</b>	Amanda Holm	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.75

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## Transportation

<b>INC000000443429</b>	Tumau Lauulu	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	1.09
<b>INC000000443434</b>	Brenda Hennefer	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443557</b>	Ken Gillette	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443561</b>	Julie Sheppick	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443564</b>	Lori Porter	None	None	Adobe Reader		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443566</b>	Janice Billeter	None	None	Adobe Reader		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443567</b>	Roxane Van Allen	None	None	Adobe Reader		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443571</b>	Tyler K Page	None	None	PGP		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443572</b>	Mark Velasquez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443574</b>	Trina Griffith	None	None	Adobe Reader		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443577</b>	Loren Shane Safford	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443583</b>	Todd Richins	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443645</b>	Tyson Vorwaller	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin	Transportation	Low	Closed	TTR Missed: No	0.51
<b>INC000000443715</b>	Paul Wheeler	Network	None	UDOT's Innerweb		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443743</b>	Cameron Kergaye	Network	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443787</b>	Phillip Peterson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443797</b>	Bin Shi	Network	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000443816</b>	Scott Goodwin	PC/Laptop	Error	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443831</b>	Jerry White	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443834</b>	Jared Barton	Storage	Stand Alone	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443841</b>	Shana Young	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443844</b>	Boyce Mulder	PC/Laptop	Performance	Mozilla Firefox		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443858</b>	Kim Manwill	Application	Password	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443877</b>	Jared Dastrup	Network	Password	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443932</b>	Nicole Jaramillo	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000443962</b>	Janice Poole	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.94
<b>INC000000444032</b>	Walter Steinvorth	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.02
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.33
<b>INC000000444045</b>	Rob Wight	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444049</b>	Carl Carrington	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444065</b>	Leslie M Peterson	Application	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444100</b>	Denis Stuhff	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444132</b>	Mark Daniels	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: Yes	11.62
<b>INC000000444275</b>	Reuel Alder	None	None	None		TIR Missed: No	0.53
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.84
<b>INC000000444287</b>	Ken Gillette	Network	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000444305</b>	Reuel Alder	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444310</b>	Stephenie Johnson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444349</b>	Tim Flinders	Application	Password	Utah Master Directory		TIR Missed: No	0.07
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.21
<b>INC000000444350</b>	Mike Ellis	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444365</b>	Shauna Ellis	Application	Password	Utah Master Directory		TIR Missed: No	0.33
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.33
<b>INC000000444422</b>	Joanna Gunderson	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	5.56
<b>INC000000444611</b>	Graham Starkie	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.38
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.93
<b>INC000000444768</b>	Nicole Jaramillo	None	None	None		TIR Missed: No	0.03
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	5.93
<b>INC000000444771</b>	Tamy Scott	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444912</b>	Nicole Jaramillo	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444966</b>	Francine Randolph	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000444976</b>	Nicole Jaramillo	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445054</b>	Mona Freeze	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445056</b>	Judie McDermott	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445057</b>	Judie McDermott	Application	Error	Microsoft Excel		TIR Missed: No	0.83
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.83
<b>INC000000445124</b>	Nate Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445130</b>	Nate Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000445133</b>	Nate Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445137</b>	Vic Saunders	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445157</b>	Ryan Neusmeyer	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445179</b>	Pamela Moyer	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445206</b>	Paul Kikuchi	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445217</b>	Carma Savage	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445220</b>	Bill Smith	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445231</b>	Corey Preece	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445247</b>	Ron Wicks	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.99
<b>INC000000445254</b>	Ethelyn Olsen	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445258</b>	Essy Rahimzadegan	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445260</b>	John D Pace	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445290</b>	Lester John	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445294</b>	Doug Bassett	Application	Error	WordPerfect Office 2002		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445295</b>	Arty Johnson	Application	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445298</b>	Brett Anderson	Application	Error	Project Development Business S		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000445300</b>	Steven Acerson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000445304</b>	Scott Goodwin Rural South Desktop Support	Application Joel Finlinson	Error Transportation	Project Development Business S Low Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000445306</b>	Rodney Williams Rural Central Desktop Support	Mobile Devices Randy Graham	Error Transportation	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445312</b>	Grant Jackson Rural Central Desktop Support	Network Randy Graham	Error Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445322</b>	Brian Phillips Rural Central Desktop Support	Application Randy Graham	Error Transportation	Project Development Business S Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445324</b>	Shane Marshall Rural Central Desktop Support	Remote Connectivity Randy Graham	Performance Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445326</b>	Eric Jensen Rural Central Desktop Support	Network Randy Graham	Error Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445704</b>	Ronald Williams Metro C West Desktop Support	Application Bill Hall	Reporting Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.98
<b>INC000000445836</b>	Jim Golden Metro C Help Desk	None Diane Christensen	None Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445901</b>	Alicia Stinson Metro C West Desktop Support	None Mike Larsen	None Transportation	Novell Messenger Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445924</b>	Stan Burns Metro C Help Desk	Application Karen Gross	Error Transportation	Microsoft PowerPoint Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446091</b>	Randy D Smith Metro C West Desktop Support	None Shane Squire	None Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 2.56
<b>INC000000446211</b>	Rick Murdock Metro C West Desktop Support	Mobile Devices Shane Squire	None Transportation	BlackBerry Configuration Low Closed	TIR Missed: No TTR Missed: No	0.25 4.33
<b>INC000000446238</b>	Daniel Betts Metro C West Desktop Support	Application Jeff Bench	None Transportation	Adobe Reader Low Closed	TIR Missed: No TTR Missed: No	0.00 3.80
<b>INC000000446286</b>	Jeff Reynolds Metro C West Desktop Support	Application Bill Hall	Reporting Transportation	FATPOT Low Closed	TIR Missed: No TTR Missed: No	0.00 0.65
<b>INC000000446314</b>	Reggie Estes Rural North Desktop Support	Application Robert Stock	Error Transportation	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.00 2.18
<b>INC000000446338</b>	Scott Nussbaum Metro C Hosting	Server Adam Sorensen	None Transportation	Project Development Business S Low Closed	TIR Missed: No TTR Missed: No	0.10 0.80
<b>INC000000446388</b>	Cheryll Benner Metro C Help Desk	None Karen Gross	None Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Transportation

<b>INC000000446419</b>	Kristi Barney	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000446423</b>	J Tucker Doak	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low Closed	TTR Missed: No	
<b>INC000000446429</b>	Bill Smith	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000446433</b>	Danielle Herrscher	Application	None	Business Intelligence Tool	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000446434</b>	Bill Smith	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000446442</b>	Carl Carrington	PC/Laptop	Performance	None	TIR Missed: No	0.84
	Metro C West Desktop Support	Hal Wold	Transportation	Low Closed	TTR Missed: No	2.62
<b>INC000000446531</b>	David Deng	None	None	None	TIR Missed: No	0.11
	Metro C West Desktop Support	Shane Squire	Transportation	Low Closed	TTR Missed: No	1.03
<b>INC000000446599</b>	Mark Nisonger	None	None	None	TIR Missed: No	0.38
	Rural Central Desktop Support	Todd Hardy	Transportation	Low Closed	TTR Missed: No	0.45
<b>INC000000446602</b>	Cherise Young	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000446825</b>	George Priskos	None	None	None	TIR Missed: No	0.03
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.07
<b>INC000000446838</b>	Jim Phillips	None	None	None	TIR Missed: No	0.09
	Metro C West Desktop Support	Shane Squire	Transportation	Low Closed	TTR Missed: No	0.09
<b>INC000000446886</b>	David Putnam	Application	Password	Utah Master Directory	TIR Missed: Yes	1.04
	Help Desk	Vicky Marrelli	Transportation	Low Closed	TTR Missed: No	1.04
<b>INC000000446891</b>	Wes Starkenburg	PC/Laptop	Hardware	None	TIR Missed: No	0.52
	Metro C West Desktop Support	Hal Wold	Transportation	Low Closed	TTR Missed: No	0.85
<b>INC000000446904</b>	Greg Palmer	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000446999</b>	Bryant Richins	None	None	PGP	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447025</b>	Jim Phillips	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low Closed	TTR Missed: No	1.15
<b>INC000000447032</b>	Waco Lund	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low Closed	TTR Missed: No	0.00



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## Transportation

<b>INC000000447045</b>	Roy Ulibarri	None	None	None		TIR Missed: No	0.43
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	3.67
<b>INC000000447090</b>	Trever Ward	None	None	None		TIR Missed: No	0.03
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	3.37
<b>INC000000447104</b>	Eric Rasband	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	2.24
<b>INC000000447108</b>	Max Ditlevsen	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	2.28
<b>INC000000447122</b>	Marc Wood	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000447146</b>	David Townsend	Application	Error	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.23
<b>INC000000447152</b>	Leslie M Peterson	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000447162</b>	Frank Bernardo	None	None	None		TIR Missed: No	0.04
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	5.11
<b>INC000000447213</b>	Terri St. Armand	None	None	None		TIR Missed: No	0.04
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.04
<b>INC000000447230</b>	Rukhsana Lindsey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000447276</b>	Carma Savage	Telecom	Dial Tone	Telephone		TIR Missed: No	0.69
	Voice Operations	Romanza Hamblin	Transportation	Medium	Closed	TTR Missed: No	0.73
<b>INC000000447283</b>	Carma Savage	Telecom	Voice Mail	Telephone		TIR Missed: No	0.90
	Voice Operations	Gail Christiansen	Transportation	Low	Closed	TTR Missed: No	0.90
<b>INC000000447378</b>	Essy Rahimzadegan	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.12
<b>INC000000447505</b>	Jared Barton	Application	Password	Data Synchronizer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000447516</b>	David Putnam	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000447564</b>	Rod McDaniels	None	None	None		TIR Missed: No	0.24
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	2.14
<b>INC000000447619</b>	Leslie M Peterson	EIS Hardware	None	None		TIR Missed: No	0.24
	Strategic Communications	Dennis Rogers	Transportation	Low	Closed	TTR Missed: No	2.76

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## Transportation

<b>INC000000447682</b>	Cheri Guertler	Application	None	Safety Management System	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447897</b>	Ryan Ellsworth	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447934</b>	Stan Adams	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447943</b>	James Taylor	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447955</b>	Susan Sasser	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447958</b>	Amanda Holm	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low Closed	TTR Missed: No	1.19
<b>INC000000447964</b>	Kendall Gubler	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447977</b>	Sam Grimshaw	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447986</b>	Lief Condie	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000447992</b>	Damaris Kjar	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000448018</b>	Michael J Evans	Application	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000448035</b>	Nathan Merrill	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000448301</b>	Mike Miles	Telecom	Dial Tone	Telephone	TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin	Transportation	Low Closed	TTR Missed: No	0.29
<b>INC000000448307</b>	Gaye Hettrick	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000448443</b>	Homa Shabestari	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000448491</b>	Brandi Trujillo	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000448565</b>	Lisa Wood	PC/Laptop	Hardware	None	TIR Missed: No	0.74
	Metro C West Desktop Support	Cody Flanders	Transportation	Low Closed	TTR Missed: No	2.35

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## Transportation

<b>INC000000448571</b>	Paul Wheeler	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.69
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	2.26
<b>INC000000448578</b>	Kent Thurston	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448604</b>	Blaine Major	Application	None	Adobe Reader		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448621</b>	Thomas Hales	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448639</b>	Julie Lewis	None	None	None		TIR Missed: No	0.33
	Metro C West Desktop Support	Hal Wold	Transportation	High	Closed	TTR Missed: No	0.69
<b>INC000000448663</b>	Kent Thurston	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448677</b>	Janice Poole	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448690</b>	Raymond Bennett	None	None	None		TIR Missed: No	0.19
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.30
<b>INC000000448704</b>	Kimberly Krein	Network	Error	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448706</b>	Mindy Nelson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448707</b>	Paul Wheeler	EIS Hardware	Printer	None		TIR Missed: No	0.11
	Strategic Communications	Dennis Rogers	Transportation	Low	Closed	TTR Missed: No	2.17
<b>INC000000448711</b>	Leslie Cassidy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448713</b>	Tyson Larson	Network	Error	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448733</b>	James Oneil Winn	Application	Error	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448737</b>	Pat Lowe	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448740</b>	Lynn Worwood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448742</b>	Thad Pinkerton	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000448745</b>	Shane Marshall	Network	Error	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448748</b>	Grant Jackson	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448750</b>	Steve Bonner	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448751</b>	Rux Rowland	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448755</b>	Chad Hansen	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448756</b>	Chad Allinson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448757</b>	Daryl Friant	Telecom	Conference	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448759</b>	Wade Ramsay	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448760</b>	Aaron Pinkerton	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448761</b>	Rod Hess	Application	Error	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448764</b>	Mark Allington	PC/Laptop	Password	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448768</b>	Jim Golden	Network	Error	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448773</b>	Dale G Robins	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000448817</b>	Raymond Bennett	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	1.34
<b>INC000000448830</b>	Rebecca Parker	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000449013</b>	W Scott Jones	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000449160</b>	Kelly Burns	None	None	None		TIR Missed: No	0.17
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	1.15

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## Transportation

<b>INC000000449193</b>	Tami Timothy	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low Closed	TTR Missed: No	0.26
<b>INC000000449238</b>	Julie Lewis	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000449242</b>	Denis Stuhff	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000449268</b>	Diane Josie	Application	None	Novell GroupWise	TIR Missed: No	0.22
	Application Services	Tony Larsen	Transportation	Medium Closed	TTR Missed: No	0.01
<b>INC000000449268</b>	Diane Josie	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Tony Larsen	Transportation	Medium Closed	TTR Missed: No	0.01
<b>INC000000449278</b>	Larry Ivie	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000449298</b>	Monica Hasebi	Telecom	Voice Mail	Telephone	TIR Missed: No	0.81
	Voice Operations	Leon Owen	Transportation	Low Closed	TTR Missed: No	0.81
<b>INC000000449476</b>	John Garcia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000449510</b>	Roger Stephenson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low Closed	TTR Missed: No	3.20
<b>INC000000449588</b>	Tyson Larson	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low Closed	TTR Missed: No	0.26
<b>INC000000449589</b>	Rumi Marsh	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low Closed	TTR Missed: No	2.11
<b>INC000000449636</b>	Lee Meyers	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000449722</b>	Nathan Lee	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000449837</b>	Cindy Ingram	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low Closed	TTR Missed: No	1.35
<b>INC000000449920</b>	Peter Tabachki	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000449937</b>	Denny Parry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000449981</b>	Bo Guo	PC/Laptop	Hardware	None	TIR Missed: No	0.19
	Metro C West Desktop Support	Shane Squire	Transportation	Low Closed	TTR Missed: No	1.79

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## Transportation

<b>INC000000450223</b>	Amanda Holm	None	None	None		TIR Missed: No	0.23
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	0.56
<b>INC000000450323</b>	Cindy Wright	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000450325</b>	Rex Crofts	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000450372</b>	John Njord	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	High	Closed	TTR Missed: No	0.00
<b>INC000000450387</b>	Bill Nalli	Application	Error	Microsoft Office XP Professiona		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.63
<b>INC000000450545</b>	Bob Peterson	Server	Performance	Computer Aided Drafting and D		TIR Missed: Yes	2.35
	Metro C Hosting	Jason Wihongi	Transportation	Low	Closed	TTR Missed: No	2.35
<b>INC000000450567</b>	Kathi Wilcox	PC/Laptop	None	Novell eDirectory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000450606</b>	Ming Ming Jiang	Mobile Devices	None	iPhone		TIR Missed: No	0.17
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.39
<b>INC000000450679</b>	Kathi Wilcox	PC/Laptop	Password	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	5.28
<b>INC000000450754</b>	Darin Sjoblom	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000450836</b>	Dirk Richards	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.60
<b>INC000000450971</b>	Chris Siavrakas	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000450978</b>	Vincent Liu	Application	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000450982</b>	Chad Sheppick	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000451006</b>	Chris Siavrakas	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000451104</b>	Bonnie Bernardo	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000451177</b>	Ron Parks	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000451178</b>	Daniel Adams	PC/Laptop	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451179</b>	Roger Dransfield	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.26
	Metro C West Desktop Support	Shane Squire	Transportation	Low Closed	TTR Missed: No	0.26
<b>INC000000451182</b>	Lynn Bernhard	Application	Error	M86	TIR Missed: No	0.06
	Security	Bart Grant	Transportation	Low Closed	TTR Missed: No	0.34
<b>INC000000451193</b>	Donna Beagley	Application	Error	ProjectWise	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451198</b>	Susan Jensen	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451216</b>	Nathan Lee	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451305</b>	Donna McNew	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451338</b>	Brandon McKinlay	Network	Password	IManager	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451550</b>	Vincent Liu	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451597</b>	Ted Madden	Network	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451615</b>	Vincent Liu	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451717</b>	Mike Brehm	Application	Error	Novell GroupWise	TIR Missed: Yes	1.23
	Rural Central Desktop Support	Randy Graham	Transportation	Low Closed	TTR Missed: No	1.23
<b>INC000000451888</b>	Thad Pinkerton	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451895</b>	Larry Montoya	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000451902</b>	Jeff Ericson	PC/Laptop	None	None	TIR Missed: No	0.52
	Metro C West Desktop Support	Cody Flanders	Transportation	Low Closed	TTR Missed: No	0.82
<b>INC000000452031</b>	Joanna Gunderson	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000452060</b>	Kim Toolson	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000452064</b>	Edward Layton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452067</b>	Robert Gilson	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452090</b>	Adam Anderson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	1.66
<b>INC000000452181</b>	Gaye Hettrick	None	None	None		TIR Missed: No	0.72
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	1.04
<b>INC000000452188</b>	Randy Park	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452234</b>	Gayleen Taylor	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin	Transportation	Low	Closed	TTR Missed: Yes	6.05
<b>INC000000452263</b>	Rodger Genereux	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452290</b>	Denis Stuhff	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452297</b>	Mike Brehm	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.10
<b>INC000000452302</b>	Laurie Howard	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452397</b>	Cheri Guertler	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452398</b>	Ron Butler	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452413</b>	Cristina Cibrian	None	None	None		TIR Missed: No	0.03
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.19
<b>INC000000452445</b>	Cristina Cibrian	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.17
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	1.21
<b>INC000000452495</b>	Cristina Cibrian	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452616</b>	Debra TP Brown	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.55
<b>INC000000452621</b>	Mitch Holladay	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00



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## Transportation

<b>INC000000452685</b>	Jared Jeffs	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452810</b>	David Johnson	None	None	None		TIR Missed: No	0.15
	Network Operations	Robert Ryan	Transportation	Low	Closed	TTR Missed: No	0.31
<b>INC000000452823</b>	Glenn Blackwelder	Telecom	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452830</b>	Andy Anderson	PC/Laptop	Error	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000452889</b>	Tyson Larson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453070</b>	Ron Butler	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453175</b>	Cherise Young	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453177</b>	Keith E Brown	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453224</b>	Amanda Holm	None	None	None		TIR Missed: No	0.06
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	1.09
<b>INC000000453296</b>	Austin Tripp	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453299</b>	Bill Larson	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453303</b>	Nadil Sous	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453308</b>	Jeremy Amar	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453310</b>	Chip Hill	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453315</b>	Rux Rowland	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453318</b>	Austin Tripp	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453319</b>	Rux Rowland	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000453320</b>	Sherrie Brown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453322</b>	Neil Lundell	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453325</b>	Rod Hess	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453327</b>	Jack Lyman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453328</b>	Nena Woodmansee	Application	Error	Operations Management Syster		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453329</b>	Grant Jackson	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453331</b>	Jeremy Price	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453333</b>	Jack Lyman	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453336</b>	Jeff Baird	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453337</b>	Glenn Blackwelder	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453341</b>	Rux Rowland	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453342</b>	Steve Bonner	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453343</b>	Greg Searle	Network	Performance	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453344</b>	Griffin Harris	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453345</b>	Mindy Nelson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453346</b>	Lynn Worwood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453475</b>	Eddy Franco	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.91

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## Transportation

<b>INC000000453496</b>	Ming Ming Jiang	None	None	None		TIR Missed: No	0.31
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	2.54
<b>INC000000453650</b>	Susan Parker	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin	Transportation	Low	Closed	TTR Missed: No	0.67
<b>INC000000453702</b>	Cindy Wright	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453713</b>	Layne Brown	Application	Error	Project Development Business S		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453725</b>	Thomas Hales	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453749</b>	Roger Dransfield	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453752</b>	Darcy Brantly	Print/Copy/Scan/Fax	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453796</b>	Roy Gregerson	Application	None	Microsoft Office 2003 Professio		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453805</b>	Roxane Van Allen	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.13
<b>INC000000453825</b>	James Thomas Buckley	Mobile Devices	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000453914</b>	Bo Guo	Server	Error	Microsoft Windows Server 2003		TIR Missed: Yes	1.04
	Metro C Hosting	Rondal Fields	Transportation	Low	Closed	TTR Missed: No	1.04
<b>INC000000453957</b>	Diane Josie	None	None	None		TIR Missed: No	0.02
	Metro C West Desktop Support	Cody Flanders	Transportation	High	Closed	TTR Missed: No	0.20
<b>INC000000454043</b>	Linda Barrow	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.10
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	3.10
<b>INC000000454088</b>	Alan Dearden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454167</b>	Lori Dabling	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454249</b>	Randy O Bray	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454261</b>	Brandon McKinlay	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000454262</b>	Tracy Kirkham	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454275</b>	Lief Condie	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454386</b>	Gary Connor	PC/Laptop	Password	PGP		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.79
<b>INC000000454448</b>	Brent Gaschler	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454664</b>	Leona Dalley	None	None	None		TIR Missed: No	0.51
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	1.39
<b>INC000000454690</b>	Michelle Lewis	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454796</b>	Chuck Abeyta	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454894</b>	Nathan Lee	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454900</b>	Bill Mecham	Application	Error	Java Platform SE		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454903</b>	Denice McCarthy	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000454952</b>	Jim Phillips	None	None	None		TIR Missed: No	0.05
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.63
<b>INC000000455012</b>	Kim Toolson	None	None	ProjectWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.10
<b>INC000000455048</b>	Jim Golden	Network	Incident	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000455057</b>	Bonnie Bernardo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000455078</b>	Lynda Seckletstewa	Application	Error	MicroStation		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000455082</b>	Tami Timothy	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000455084</b>	Gary Lepic	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Transportation

<b>INC000000455086</b>	Tyson Larson	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000455089</b>	Rux Rowland	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000455095</b>	Denise Poole	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000455097</b>	Sherrie Brown	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000455098</b>	Lynda Seckletstewa	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00